



MESSAGE MANAGER



Web Message Manager User guide

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Intro

About this manual

This manual is to conveniently assist you with how to use the WebMM, tune it to your business requirements, and operate it conveniently and efficiently.

We organized the manual as a reference and a small study guide, so that each chapter stands alone, giving you quick and easy answers to particular questions and step-by-step instructions for specific tasks. You can find the necessary information in the chapters through the Contents or using the Index sections for immediate help in many typical situations.

Your Web Message Manager is also a highly customizable tool, and your Operator system administrator can change the options available and the outer look according to your needs as a client and the Operator's needs as the provider. Hence the screenshots in this manual may insignificantly differ from what you have onscreen. Also because of our ongoing efforts to improve the WebMM performance, the screenshot can show previous version numbers of the software. In this case the new version has higher productivity and stability, but the functionality remains the same.

The screenshots in this manual present the 'fully-loaded' WebMM with the maximum of features. Depending on the Operator settings, your actual views of your Web Message Manager may look different. Please contact your Operator Administrator if you want to have a feature available for you.



This icon signals technical stuff that you may find informative and interesting but isn't essential for Web Message Manager everyday use. Feel free to skip over this stuff, or you may need to show the info to your system administrator if you experience a problem.



This icon warns you of any potential pitfalls and gives you the all-important information on how to avoid them.

About the Web Message Manager

Thank you for choosing Web Message Manager (WebMM) as a most complete web-solution for your immediate business communication and internal operation management. WebMM doesn't require installation - all its features are accessible online after logging in.

The web-based application allows you to send text and multimedia¹ messages to mobile phones all over the world from any PC connected to Internet.

You as a user of the Web Message Manager can:

- Create advanced SMS / MMS¹ messages with the help of templates, personalization and customization features, using various media files;
- Save any created messages for future use and editing;
- Send your messages to multiple recipients from any PC connected to Internet, using the configurable message templates or creating messages from scratch;
- Receive messages to your WebMM, and forward them if necessary;

¹ Please confirm availability of this service from your mobile operator.

- Keep a flexible Phone Book provided with the nested groups of contacts, birthday reminders, advanced search and many other features;
- Quickly define message recipient lists, using the Phone Book, Distribution Lists or manual input;
- Trace the outgoing messages history and monitor the delivery status of the messages sent from PC or from dedicated mobile phones.
- Always work in your familiar environment, because your message templates, contacts in your Phone Book, and other settings are saved on your Operator's server.



Please note that availability of the features above depends on your Operator's settings and the software edition you are using. Please also remember that Web Message Manager is a web-based application, that is why in order to boost its performance and reduce unnecessary traffic, it uses the 'loading on demand' approach wherever possible. For example, when you are creating a new contact, the mobile number entered is not checked automatically. Instead, you have to click the checkbox next to the mobile number to initiate the checking (see [Figure 19](#)).

The Web Message Manager is just one of many useful products offered by PowerMeMobile Co. For the complete list of supported applications, please visit www.powermemobile.com.

PowerMeMobile Co. is constantly working on improving Web Message Manager, so there may be insignificant differences between the actual WebMM look and the screenshots in this manual. Also a screenshot may show a previous version of the Web Message Manager, in this case the productivity and stability is improved but the functionality remains the same.

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All personal and geographical names and other proper names, as well as phone numbers used in this manual are completely fictitious, any references to real persons or organizations are strictly accidental.

I. Getting started

I.1. Launching Web Message Manager the first time

Web Message Manager (WebMM) is the web-based application which doesn't require any installation. To launch it you just need Internet connection and Internet Explorer version 7 or later (alternatively, you can also use Firefox 2.x or later, or Safari 4.0 or later, or Chrome). All WebMM features are accessible online after you login.

The first time you run the application, the Login screen appears (see [Figure 1](#)). Even before you log in, you can define the language for the interface (see the top left corner).



Figure 1. The Web Message Manager Login page.

To log in to the Web Message Manager, you must do the following:

- 1) Open your Internet browser and type the Web Message Manager's web-address into the browser's **Address bar**.
- 2) Allow the browser to load the page, then enter your login details into the fields at the Login page (see [Figure 1](#)). Use the information you received from your provider to fill in the fields on the **Login** page:

- **Customer ID** (digits only);
- **Username**;
- **Password**.

You can select the **Remember my password** box if you want the application to store your password in its configuration so that you do not need to enter your details every time you restart your computer.



Please note that storing your password in your computer is not secure, especially if you share your computer with other users.

After you click **Login**, you get access to your user account via WebMM.

If you see the *Invalid Username and Password* message while trying to login, it means that the username or password you are entering is incorrect and you need to check if you are doing everything right. There might be cases when the Caps Lock key on your keyboard is turned on or the keyboard layout is changed.

After logging in to the Message Manager you can change your existing password by clicking the **Change password** link and typing a new password into the corresponding field of the form.

If you do not have an active account, click the Register button, shown in [Figure 1](#), and you will be directed to a page, where you can pass online registration by following given instructions.

I.1.a. Logging in as a Consumer

In case you are using the Consumer mode of WebMM, the fields to fill in for the login are just Phone number and Password (see [Figure 2](#)). In this case, if you are in the country of the Operator, you can omit the country code, substituting it with '0'.

MESSAGE MANAGER USER INTERFACE ooredoo

کوردی | English | عربي

Phone number

Password:

☐ Remember my password

Login [Forgotten password?](#)

Do not have an account? Please sign up here for free

Phone number

Sign up

Figure 2. Logging in as a Consumer.

If you forget your password, you can press the Forgotten password? link right under the password field. Then the new password is sent to your mobile phone via SMS, and you can use it for logging in.

On the login page you can also sign up for free by entering your phone number into the corresponding field (see [Figure 2](#)). Then you'll be directed to the Agreement page which you need to read carefully and click the Accept button if you are agree with the terms. After that you will receive your password for logging into the WebMM. If you encountered any problems with registration, please contact Customer Service for further clarification.

I.2. Web Message Manager Interface

For your convenience, all WebMM pages are uniform in their structure. Every page contains 3 sections: the **Toolbar** (left side); the **Main section** (centre); the **Operator's**

banner section (top) and the **Top bar** (top of the screen), as shown in [Figure 3](#). Naturally, the Main section view depends on the tab selected in the Toolbar on the left.



Figure 3. The full view of the Web Message Manager.

The **Toolbar** is the control panel of the program and is located on the left side of the main window. The buttons are used to switch between the Web Message Manager interface pages, which are shown in the centre, a kind of a work bench of the web-application. Thus, the possible views of the **Main section** are:

- **Messaging.** This button opens the main messaging page which allows you to create or modify your SMS / MMS messages, set the recipients, define message templates, calculate message cost, etc.
- **Phone Book.** The Web Message Manager provides a sophisticated phone book facility, enabling users to handle contacts. Phone book search, adding and editing tools are available on this page.
- **Sent.** All previously sent messages are shown here. The message status enquiry and resending option are available on this page.

- **Inbox.** All messages sent to you are kept here. You can read them, reply to them if necessary, and export the messages for external use.
- **Outbox.** On this page you can manage the rejected, blacklisted, and wrong coding messages not possible to send.
- **Coverage.** This button opens the list of GSM networks to which the Web Message Manager can send messages. Searching by country and / or operator is available on this page.

For your convenience the buttons in the Web Message Manager interface have roll-over tips.



Please note that your Web Message Manager is a part of a big software complex called Message Manager Platform. Hence, the WebMM outer look necessarily depends on the settings your Operator applied when your customer and user were created. Some information pieces which presentations may vary are the following:

- *The **Inbox** button in the Toolbar is not shown if the **Inbox** feature is not available for your user;*
- *When the **Messaging** tab is selected, the balance is shown in the top right corner if the customer is prepaid, the package expiration date is shown if packages are used;*
- *Depending on your Operator settings, the Balance Info section at the top right corner can also show the number of messages remaining;*
- *There is no SMS / MMS choice on the Messaging page if the user is not allowed to send MMS messages;*
- *The **Language** menu can be omitted for Operators with English-only subscribers.*

II. Messaging


Every time you log into WebMM, the Messaging page appears (see [Figure 4](#)). Of course, you can log off to come back to the Login page any time by clicking the **Log off** link or the  icon in the top right corner of the page (see [Figure 3](#)).



Figure 4. The Web Message Manager Messaging page.

Your username and the number of units to pay for your messages to be sent are shown at the top of the Messaging page. If you are a user of a postpaid customer with prepaid packages, your balance is shown. But if you are a user of a postpaid customer with default packages, your balance is not shown. The cost of sending the message depends on the type of your message (MMS messages are much more costly), the number of the recipients, and the destination GSM network(s).

If you want to get more detailed information about your balance, click the link with the number of currency units and you will be directed to the **Packages Available** window, where you can find all necessary data such as Package Name, Package Type, Message Type (SMS / MMS), Remained Credits, Purchase Date, Expiration Date, etc.

Instead of your username you can have the **Manage My Account** link at the top left corner of the Messaging page (see [Figure 5](#)).

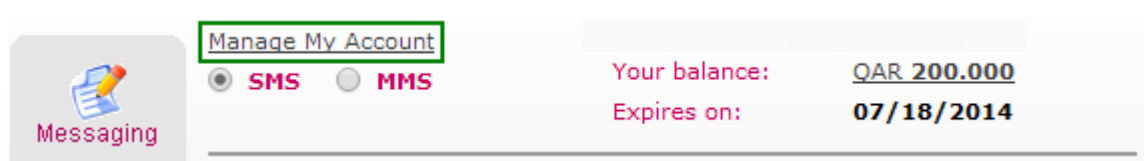




Figure 5. The Manage My Account link.

By following this link you can manage your account settings in the Message Manager Admin Interface (this feature availability depends on your Operator settings).

II.1. Creating SMS Messages

The Messaging page is your main workbench to compile and send messages, both SMS and MMS types.

To create new SMS message, please:

- a. Select the SMS option button ☒ **SMS** ☐ **MMS** at the top of the screen.
- b. Define the Originator, which serves as the signature for your messages. You can choose the Originator from the drop-down list. If you want to change the list of the Originators available for you, please contact your Operator Administrator.
- c. Define the recipient of the message. You can either type the recipient's phone number directly into the **Send To:** field or choose the recipient from the Phone Book. To use the Phone Book option, click the  icon. To send the message to more than one recipient simultaneously, use the Enter button on your keyboard after typing the phone number to separate them in the **Send To:** field. If you changed your mind and do not want to send a message to one of the typed numbers, you can remove it by clicking the  icon right after the phone number. However, instead of typing the phone numbers manually, you can select them from the **Phone Book** (please see Chapter [III.3. How to select recipients for messages](#)).

Remember that for using international phone numbers you will be charged more than for the local. When trying to send a message to such number the confirmation window will appear (see [Figure 6](#)).

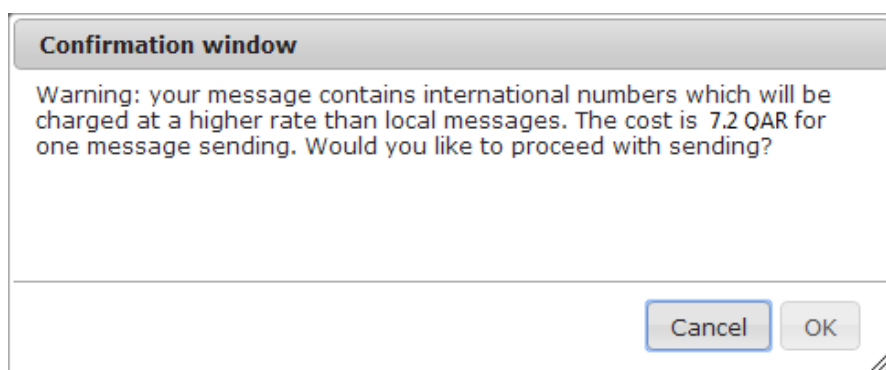


Figure 6. Charging for sending a message to the international number.

- d. Define the language of the message. Arabic languages are currently available in the **Language** combo box, the latter language can be with Arabic or Latin numbers (see [Figure 7](#)).

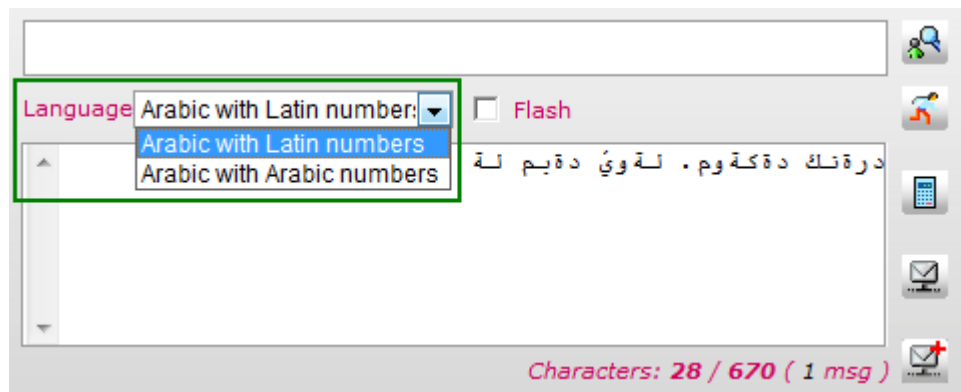



Figure 7. The Language combo box.

Remember that the Language menu can be omitted for Operators with English-only subscribers.

- e. Define the Type of the SMS. You can create a Flash SMS by clicking the corresponding checkbox (see [Figure 4](#)). This is a type of SMS that appears directly on the screen without user interaction and is NOT automatically saved to the inbox messages. It can be useful in promotional purposes or cases of confidentiality, as in delivering one-time passwords.

Remember that the Flash feature availability depends on the Operator settings.

- f. Check the cost of the message. To keep track of your expenses, click the calculator-looking  icon. Then you are shown how many currency units are required for sending the current message (see [Figure 8](#)).

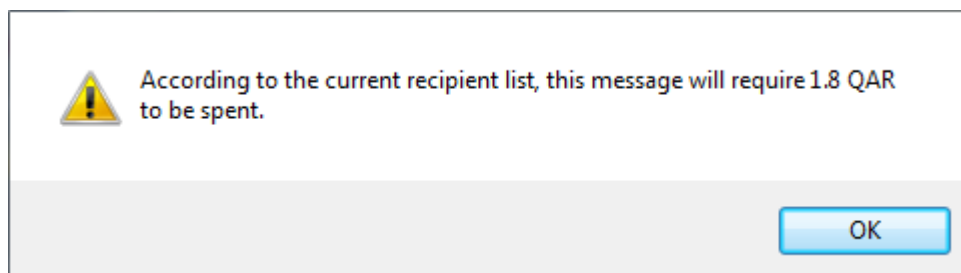



Figure 8. Message after pressing the message cost button.

If you do not have enough currency units to send the current message you will receive the confirmation message.

- g. Define what recipients from the Distribution Lists will receive the current message, by clicking the  icon. You can send a message to one of the available lists. For more information please see Chapter [III.3.a. Mass mailing with Distribution Lists](#).

Your SMS text in WebMM cannot exceed a certain number of characters, for example, 1530 characters, including spaces, if your message text is in English. Be careful with some service characters like '[', '\', ']', '^', '{', '|', '}', '~', '€', because each of them is counted as 2 characters, not 1. How big your current message is, is shown literally above the message text field.

Please note that if your SMS message is in Arabic, as a rule, it cannot exceed a number of characters less than for English, for example, 670 characters (spaces including).



Remember that both SMS text limits (for English and for Arabic) depend on your Operator settings.

II.1.a. Customizing your SMS message

If you want to customize your message, you can use the WebMM context menu, evoked **by right-clicking in the message text area** (see [Figure 9](#)). Then your message will look lively and personal, which may very well mean good customer relations, and good customer relations may mean good profit.

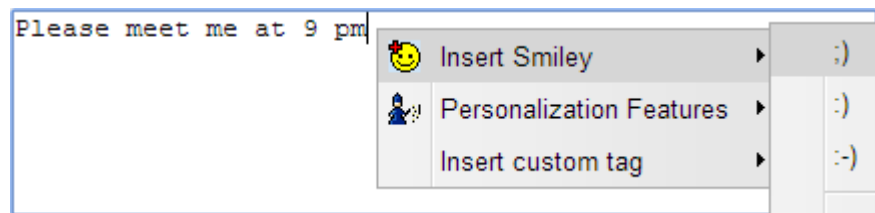


Figure 9. The customization menu for your message.

Insert Smiley. This tool provides a set of the so-called emoticons, which can add life to your message text, especially with younger audience. To insert a smiley, please, right-click the text field, choose **Insert Smiley** and then pick the smiley you like. Do not use them too much in your business communication — some serious people still find them too ambiguous.

Personalization Features. This option allows you to create and then personalize your message by inserting recipient name, initials, prefix / title etc. into the uniform message text as variables. This is a valuable tool for efficient mass messaging which will not look mass and impersonal.

For example, you want to send the birthday wishes to two recipients: Mr. Smith and Ms. Ross. Firstly, define the recipients' phone numbers in the **Send To:** field (you can type them directly into this field or choose them from the Phone Book). Then write a message: "Happy birthday. Many happy returns of the day!". Place the cursor where you want to insert the names, after the word 'birthday' in our example. Use the Personalization Feature in the Message context menu and choose **Insert Recipient's Full Name with Title**. TheWebMM then inserts the individual recipient names and titles into the message text automatically.

Note that instead of writing separate messages to each of two (or two thousand) recipients, you write only one message, and the necessary personalizing information is taken from the **Phone Book** for you.

Insert Custom Tag. This feature is even more sophisticated, as it can use the data fields imported into the WebMM from the external sources. While messaging, custom tags are used to provide large numbers of clients with some individually prepared information.

Let us give you another example. Supposing you want to inform your clients about their current account balance. First of all, create an external file or database (CSV, MS Excel, TXT) containing the necessary information: the name, phone number, and current account balance of every client. Here is an example of what your .CSV file might look like:

Customer Name	PhoneNumber	Balance
Mr. Ahmad	9659666666	20
Ms. Adel	9659777777	35

Then import this file into the WebMM Recipient List. Use the **Tools** feature of the Phone Book (see Chapter [III.5.a. Importing Phone Book / Recipient List for details](#)). Note that during the import you should mark the account balance column as a 'Custom field 1'.

After creating the Recipient List, return to the Messaging page and compose the text of the message, using the right-click context menu to insert your custom field, for example:

“Dear <%fullname%>, your current balance is <%Custom 1%>\$. <%date%>”.

As you see, here we engaged both **Personalization Features** (<%fullname%>, <%date%>) and the **Custom Tag** (<%Custom field 1%>). The WebMM inserts the individual recipient names, titles and account balances automatically.

Your messages then look like this:

“Dear Mr. Ahmad, your current balance is 20\$. <%date%>”,

“Dear Ms. Adel, your current balance is 35\$. <%date%>”


The WebMM puts in the date once the message is sent.


Thus again, instead of writing a multitude of individual messages for many recipients, you create an external database with the necessary custom fields, import this database to the WebMM, compose only one SMS, and send it to all your clients by just one click. The WebMM does most of the tedious job for you.



*Note that **Insert Custom Tag** option is activated ONLY if the imported Recipient list is provided with AT LEAST ONE custom field. It is possible to define up to 10 custom fields for each list.*

II.1.b. Creating and managing preset messages for future use

If you feel like you have just created a very good message worth to be saved for future use, please click the  icon. The message is then added to the **Default** category of preset messages.

To manage the available preset messages, click the  icon. The Preset Messages window will appear on the screen (see [Figure 10](#)).

Preset Messages [X]

Preset message text: ▾	Category	Edited on
Please send the documents to my email	Colleagues	6/20/2014
Call me back	Friends	6/20/2014

Page of 1

View 1 - 2 of 2

Figure 10. Managing preset messages.

Here you can also add a text as a preset message, edit or delete existing preset messages (see the buttons at the top), and assign a message to another category. The preset messages can also be sorted alphabetically, by category, or by date.

Remember that before making changes to messages you need to select the required one and then click the action button.

To manage categories, click the corresponding button at the top right corner (see [Figure 10](#)). The menu for managing the Preset Messages categories will appear on the screen (see [Figure 11](#)).

Preset Messages [X]

Category ▾

- Friends
- Colleagues

Page of 1

View 1 - 2 of 2

Figure 11. Managing preset messages categories.

Here you can manage the categories using the same buttons at the top: add, edit, and delete. When done click the Back button to return to the list of available preset messages.

II.2. Creating MMS Messages

As you may guess, there are a lot of options common for SMS and MMS² messaging.



Please be aware that for your recipient to receive an MMS, he needs to have his phone handset properly configured.

To create new MMS message, please do the following:

² Please confirm availability of this service from your mobile operator.

- a. Select MMS option button ☐ SMS ☒ MMS at the top of the screen. The SMS messaging area is changed to the MMS messaging (see [Figure 12](#)).
- b. Define the originator, which serves as the signature for your messages. You can choose the Originator from the drop-down list.

The screenshot shows the 'MESSAGE MANAGER USER INTERFACE' for user 'ParkWillson'. The 'MMS' option is selected. The 'Originator' dropdown is set to '4651'. The 'Send To' field is empty. The 'Subject' field is empty. The message body area is large and empty. The 'Speedial' buttons are visible at the bottom of the message composition area. The 'Clear' and 'Send' buttons are at the bottom right of the message composition area.

Figure 12. The MMS message page.

- c. Define the Recipient by entering a phone number or choose a recipient from the **Phone Book** by clicking the icon. You can send your MMS message to multiple recipients, just like with an SMS message (see Chapter [II.1. Creating SMS Messages](#)).
- d. Enter the subject of your message. Unlike with SMS messages, you must type the **Subject** of the message in the corresponding field above the message box.
- e. Check the number of currency units required for sending the current message by clicking the icon.

If you have some contacts you are using frequently, you can also use the Speedial feature, the same as for SMS sending (see Chapter [II.4. Defining frequently dialed numbers in Speedial](#)).

To begin composing an MMS message itself, please click the button or double-click on the message area. The Multimedia Message Composer screen then appears (see [Figure 13](#)).

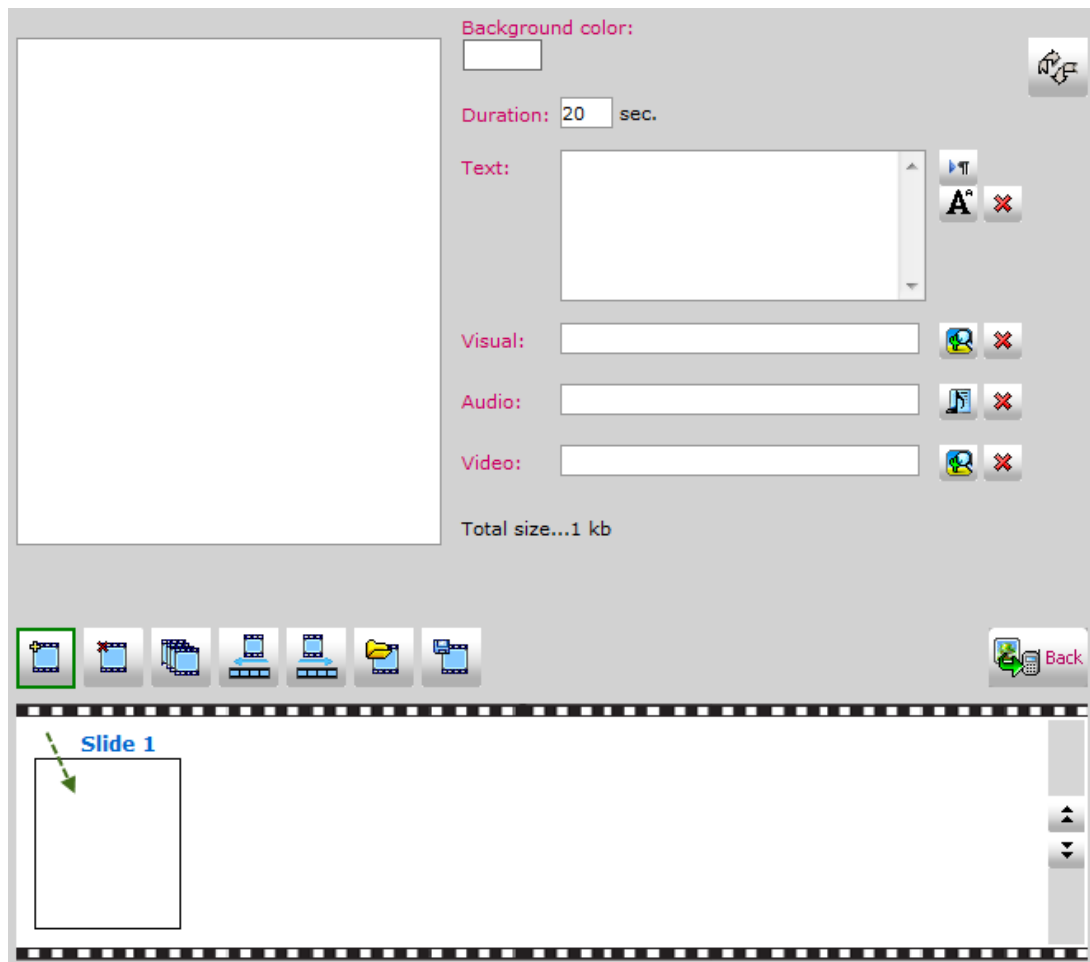









Figure 13. The Multimedia Message Composer window.


To start creating an MMS message, press the  button. Now you can:



- change background color by choosing the desired one from the color-grade (it appears after clicking the background color field).
- set duration for each frame. The default value is set to 20 seconds, but you can change it according to your needs. The only real limit is the MMS message size, which is 1000 Kb.
- insert text by typing it in the **Text** area, or you can click the  button to insert the text from the existing .txt file. You can change the text direction by clicking the  icon.
- add pictures by pressing the  button. The supported file types are: .jpg, .jpeg, .png, .gif, .tif, .tiff, .mbm, .bmp, .wbmp. After uploading a picture you can change the image (resize, rotate, flip, etc.) to be sent to your recipient in the Upload Image for MMS window.
- add audio with the help of the  button. The supported file types are: .aac, .amr, .awb, .mp3, .wav.
- add a video file in .3gp format by clicking the  icon.


To **Delete** the selected picture, text, audio or video file, press the  button.

To change the position of text and image within the frame, please, use the  button at the top left corner. Then you can see how text and image change their position on the preview area. You may especially need it after you check how the message looks like,


using the  button for preview.

When the first frame is complete, you can insert the next blank frame to continue by pressing the  button again.

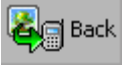
With the help of the  button you can delete frames and change their order by using the  buttons. You can also create a new frame on the basis of the existing

frames. For this, select the frame and click the  button. The frame is then duplicated. You can now change the text and picture position, resize the image, insert a new image or text, edit the text, and change the background color.

To save the message please click the  button and enter the template name. Later you can use this template by choosing it from the existing templates.

To edit or resend the existing MMS message, click the  button, choose the message you would like to edit and make changes.

When the MMS message is complete, you can return to the Web Message Manager

Messaging page by clicking the  button and send the message.

Please note that with some Operators the cost of your MMS message can depend on its size, and your Operator can charge your MMS message in ranges. For example, the first 50 Kb of your MMS message cost 0.05 currency units per Kb, then every Kb added costs 0.10 currency units.

II.3. Sending SMS or MMS Messages

The Web Message Manager gives you several convenient choices for sending SMS / MMS messages to your recipients by using the following buttons:



- **Send (Send now);**
- **Managed Campaign;**
- **Speedial.**

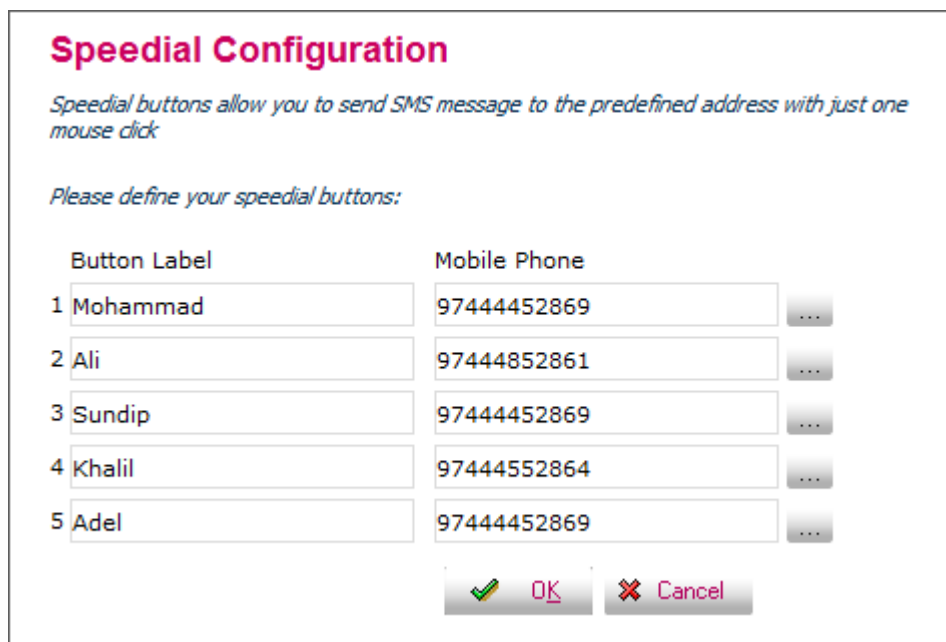
The most common and easy way of sending a message is to use the **Send (Send now)** button. The **Managed Campaign** is used when messages are to be delivered at date and time of your choice. The **Speedial** buttons are used to save your time and send a message with only one click and they need to be configured as well.

II.4. Defining frequently dialed numbers in Speedial

If there are some favorite recipients to whom you send messages very frequently, you can set **Speedial** buttons for them. The **Speedial** buttons allow you to send messages to the predefined addresses with just one click.

To configure the Speedial buttons, please do the following:






- Click the  icon. The **Speedial Configuration** window appears (see [Figure 14](#)).
- Fill in the form by specifying the Button Label and the recipient's mobile number. You can type the phone number directly into the entry box or press the  button next to the **Mobile Phone** entry box and choose the number from the Web Message Manager Phone Book.
- Click the **OK** button to save the **Speedial** phone numbers and return to the Messaging page or the **Cancel** button to return without saving **Speedial** phone numbers.



Speedial Configuration

Speedial buttons allow you to send SMS message to the predefined address with just one mouse click

Please define your speedial buttons:

Button Label	Mobile Phone
1 Mohammad	97444452869 
2 Ali	97444852861 
3 Sundip	97444452869 
4 Khalil	97444552864 
5 Adel	97444452869 



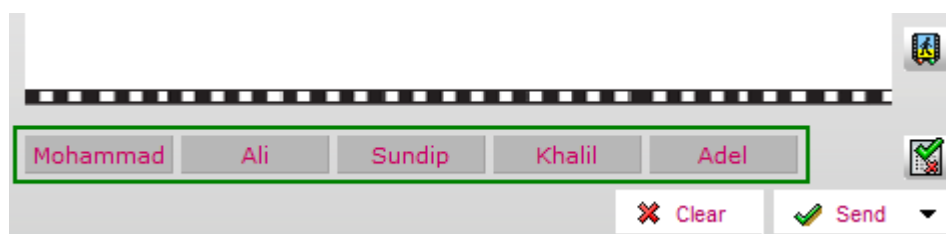
 **OK**  **Cancel**

Figure 14. The Speedial Configuration window with buttons defined.

After you specify the **Speedial** labels, they are displayed under the message box on the Messaging page (see [Figure 15](#)):



Mohammad Ali Sundip Khalil Adel




 **Clear**  **Send** 

Figure 15. Speedial Buttons with new labels.

Now you can send a composed message immediately by clicking the appropriate **Speedial** button. Note that using a **Speedial** button, you do not need to type the recipient's phone number in the **Send To:** field every time you wish to send a message because the recipient's number is already indicated in the Speedial configuration.

II.5.Launching and managing promotion campaigns with your messages

The **Managed Campaign** option allows you to define the exact time your message will be delivered to its recipient(s). Please remember that the availability of this feature depends on your Operator settings.

To set up the parameters for your promotion campaign, please do the following:

- a) Click the **Managed Campaign** button at the bottom of the Messaging page (in the drop-down list near to the Send button);
- b) Set date and time when your campaign is to be started (see [Figure 16](#));

Please keep in mind time zone differences with your recipient.

- c) Restrict message delivery to a certain period of the day which helps, for instance, not bother the recipient in working hours (optional);
- d) Set date and time when your campaign is to be finished (optional);
- e) Enter email address or phone number to which you will receive the notification of campaign completion (optional).
- f) Click the **Send** button to send your message and close the window.

Use this dialog to have your messages delivered on date and time of your choice. Please mind time zone differences

Your local date and time:
06/18/2014 15:24 (GMT +3)

Your message will delivered to:
375296685965;

Starting your campaign:
Date 06/18/2014 Time 03:24 PM

☐ **Restrict message delivery to the following period of the day:**
From 03:24 PM To 03:24 PM

☐ **Campaign expires on:**
Date 06/18/2014 Time 03:24 PM

☐ **Notify me when the campaign is completed via email or sms to:**

Figure 16. The Managed Campaign window.

IV.III. Managing your contacts with the Phone Book

Being an instrument for business communication, the Web Message Manager can store your extended contacts in its **Phone Book**, conveniently organize them for you into multi-level groups, and instantly deliver them at your disposal. Here you can:

- Create, edit, and delete contacts.
- Create, rename, and delete groups and subgroups.
- Move your contacts and subgroups from one group to another.
- Select multiple recipients for your messages.

You can also share the contact information with external sources, i.e., export it to .CSV (Comma Separated Values) files and import new contacts from external databases.

The **Phone Book** itself is stored on your Operator server, which enables you to access it from any computer with Internet connection.

III.1. Phone Book overview

The Web Message Manager is equipped with the advanced Phone Book (see [Figure 17](#)) in which you can do everything necessary to efficiently organize your contacts and send messages. In addition to groups, the program has the Distribution Lists (see Chapter [III.3.a. Mass mailing with Distribution Lists](#)) containing just the telephone numbers. This can be handy for promotion message deliveries, when the real names are not available.

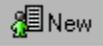


Figure 17. The Phone Book page.

In the Phone Book there is the tree of contacts, which you can edit and delete, as well as add new contacts into one or several multi-level groups and subgroups. You can collapse or expand the list of all groups and subgroups, using the corresponding links above the tree of contacts.

To view the contacts included into the group, click on the group name. You will see the list exactly below the tree of contacts.

III.2. How to create a new contact

To create a new contact click the  **New** button, right-click a group and choose the **Add contact** button or click the **Add** link at the bottom. The **Recipient Information** window will appear on the screen (see [Figure 18](#)).

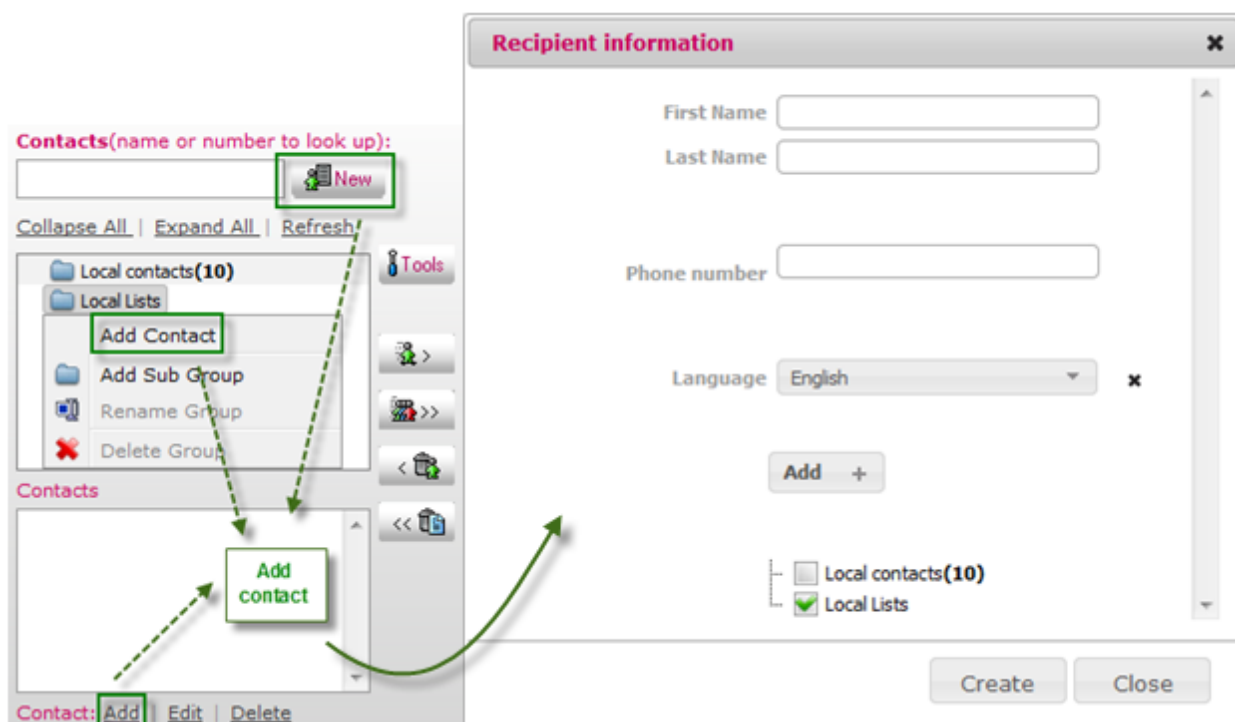



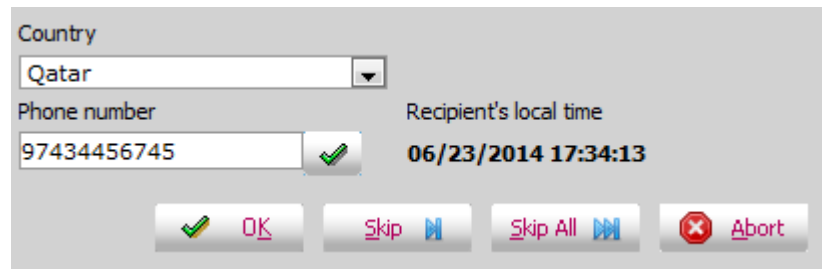
Figure 18. Creating a new contact.

In the Recipient Information form you need to provide the obligatory information about your recipients — Full Name and Phone Number. It is up to you what additional information will be added. You can add more information by clicking the  **Add +** button at the bottom:

- **Prefix:** Mr., Ms., or Mrs.;
- **Initial;**
- **Country** (use the drop-down list to select it);
- **State;**
- **City;**
- **Postcode;**
- **Address;**
- **Language** (use the drop-down list to select it);

- **Email;**
- **Reminder.**

As soon as you type the phone number, the Web Message Manager can provide the name of the Network and the current time in the recipient's country (this may take some time depending on how fast your Internet connection is). This information is taken from the Web Message Manager Coverage Database (see [Figure 19](#)).



The screenshot shows a web form with the following elements:

- Country:** A dropdown menu with "Qatar" selected.
- Phone number:** A text input field containing "97434456745" with a green checkmark icon to its right.
- Recipient's local time:** A label followed by the time "06/23/2014 17:34:13".
- Buttons:** Four buttons at the bottom: "OK" (with a green checkmark icon), "Skip" (with a blue 'M' icon), "Skip All" (with a blue 'M' icon), and "Abort" (with a red 'X' icon).

Figure 19. The Destination network and the Recipient's local time.



*If you type the phone number that is not listed in the Web Message Manager Coverage Database, you see that the Recipient's local time remains **Unknown** and the **OK** button in the lower left corner of the screen is not available. This means that you cannot add this contact to the Web Message Manager Phone Book and you cannot send messages to this recipient. The Web Message Manager updates its Coverage database daily through Internet, so if the code you entered does not give you any Recipient's local time, check the code again.*

If you want to impress your clients or partners with how much you care about them, your next step is to specify the recipient's **Birthday** in the **Reminder** section. You can use the inbuilt calendar to indicate the birthday date.

Finally, go to the **Groups** section and choose the group to which a new contact must belong. Please note that one contact can be included in several groups, but the record remains the same, which means that if you make changes in the record, the view of the record in every group is changed. You can also add a contact to a subgroup of the current group creating it in advance on the Phone Book page with the right-click by the required group in the list.

Click the **Create** button to finish and return to the Phone Book page.

III.3. How to select recipients for messages

You can choose any of your contacts to become a **recipient for the message**. When you select a group, the list of contacts show up below the group section (see [Figure 20](#)).

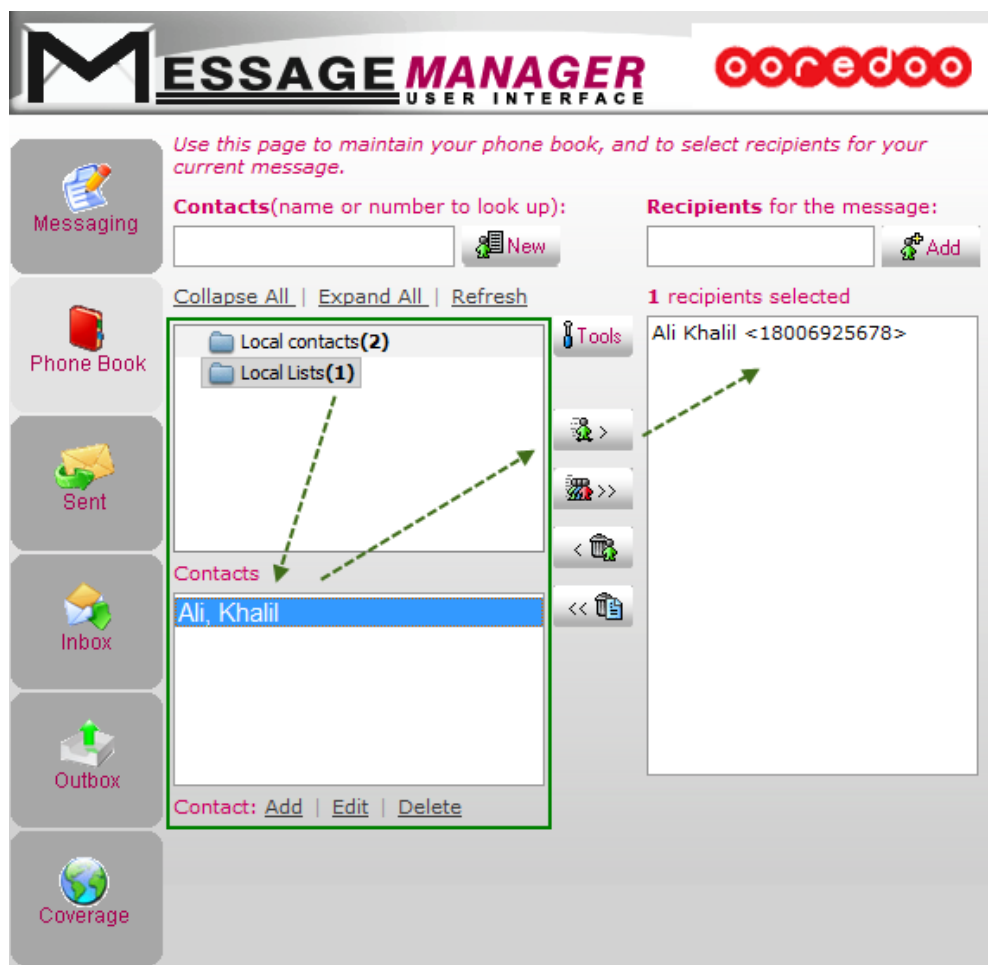






Figure 20. The List of Contacts.

To add a contact to the list of recipients double-click the contact name or select it and click the  button. In case you want to add the whole group to the recipient list, choose the necessary group and click the  button. This is especially useful for promotional messages to some target audience.


To remove a contact from the recipient list, double-click it, or select it and click the  button.

To clean up the recipients list field, click the  button.

To add a recipient not listed in the Phone Book, type the recipient's phone number in the entry box and click the  button. In this case the recipient's name will not be specified in the list.

All the contacts put in the recipient list are automatically displayed in the **Send To:** field of the Messaging page.

III.3.a. Mass mailing with Distribution Lists

Using Distribution Lists is an indispensable method of streamlining your marketing activities. Your Administrator can compile a number of Distribution Lists related to your marketing needs. You can see them if you press the  button on the right of the Messaging page (see [Figure 21](#)).

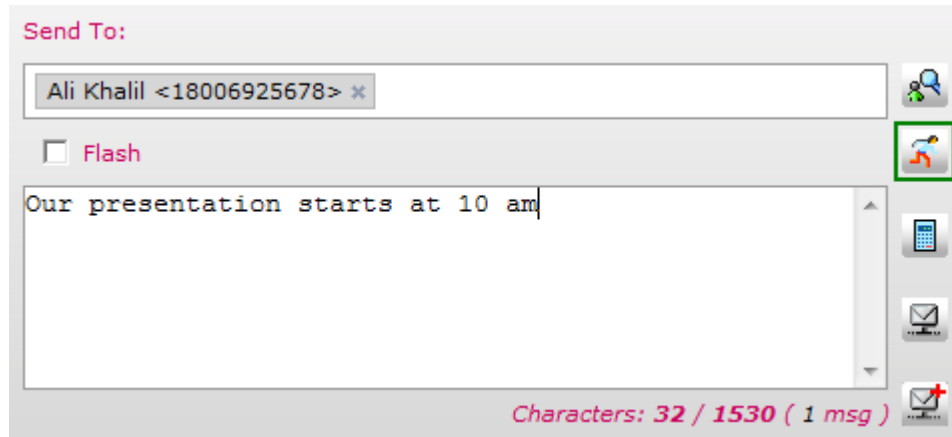


Figure 21. The Distribution Lists button.

This evokes the Server Distribution Lists window, where you can select the list you need (see [Figure 22](#)).

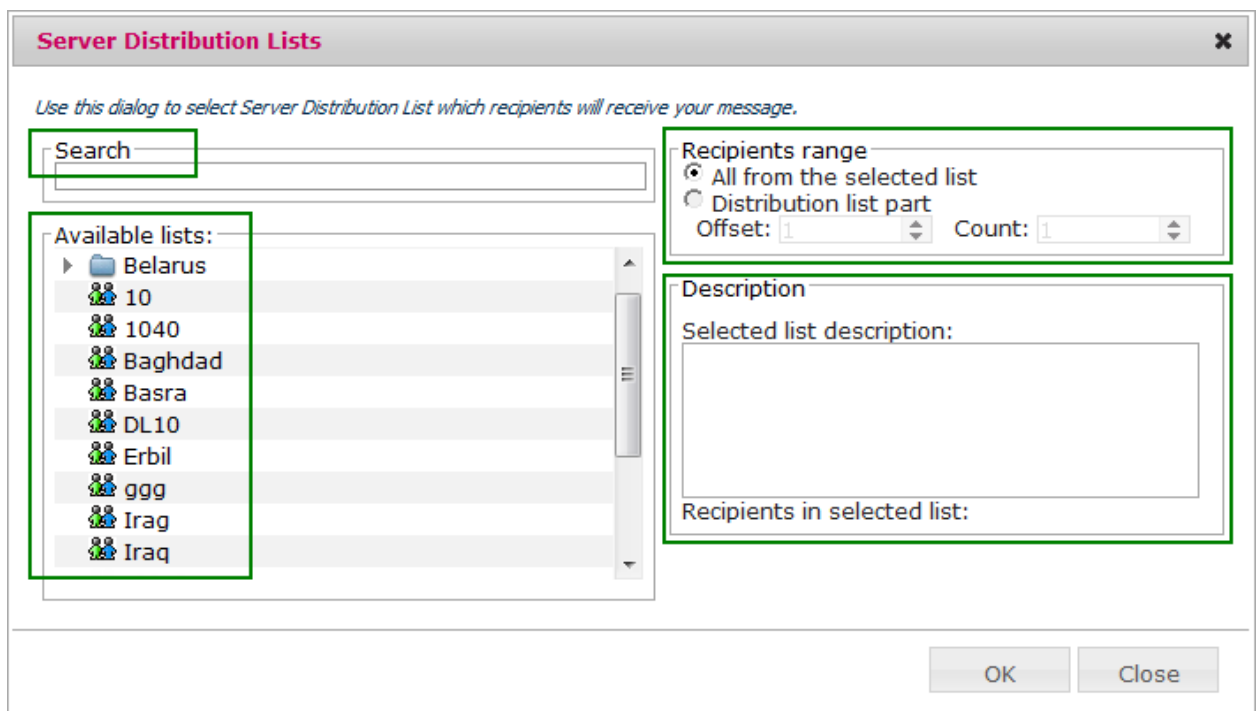


Figure 22. Selecting a Distribution List.

All available lists are displayed on the left of the Server Distribution Lists window. To save your time use the Search option by typing the Distribution List title or the part of it.

You can send a message to all recipients from the required list or to a part of recipients by selecting the corresponding options on the right of the window (see [Figure 22](#)). If you want your message to be sent to a part of recipients from the list, type the offset (start number within the list) and count (total number of recipients) values to set the recipients range.



Please remember that you are charged for every message sent to the selected Distribution List, i. e., for as many messages as there are recipients in the list.

III.4. How to organize your groups and contacts

Contacts in the Phone Book can be organized into multi-level groups and subgroups. The following groups are created in the Web Message Manager by default: **Local Contacts** and **Local Lists**.

All operations are performed through the context menu. Open it by right-clicking the selected group (see [Figure 23](#)).

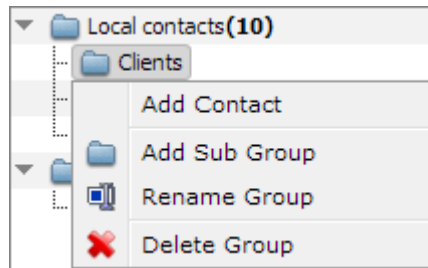


Figure 23.The Contacts list menu.

Using the context menu you can choose one of the following commands:

- **Add contact:** add a new contact to the selected group or subgroup;
- **Add subgroup:** create a new subgroup in the selected group / subgroup;
- **Rename group:** rename the selected subgroup (not available for groups);
- **Delete group:** remove the selected subgroup (not available for groups).



Remember that you can create, rename, or delete only subgroups. The default groups Local Contacts and Local Lists cannot be deleted.



Keep in mind that contacts in the Local Lists group can be used in cases when the real names of contacts are not available or not necessary (for example, promotion message deliveries). Unlike the Local Contacts group, where it is obligatory to enter the First Name / Last Name in the Recipient Information window.

III.5. Phone Book and other applications

WebMM allows you to import and export the Phone Book and the Recipient List to / from external files and databases.

To get access to these facilities, click the  button (see [Figure 24](#)).

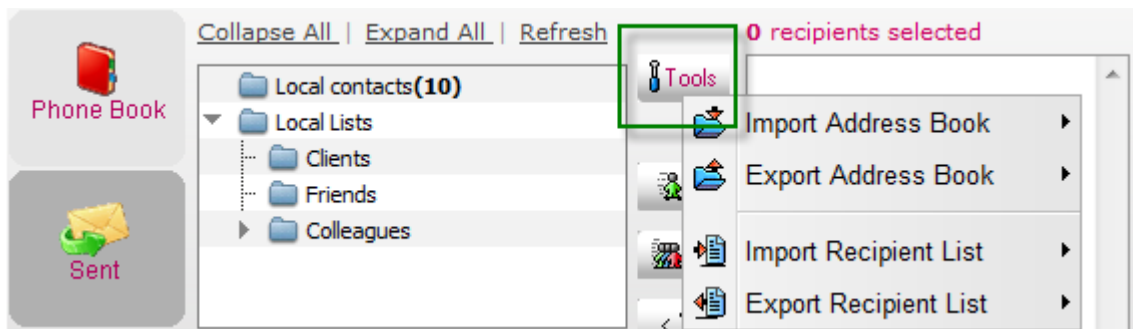


Figure 24. The Phone Book tools.

III.5.a. Importing Phone Book / Recipient List

The Import feature allows you to add contacts to your Phone Book or only to your current Recipient List from external files and databases. To import data to your Phone Book / Recipient List, click **Tools** → **Import Address Book** → **CSV/XLS/XLSX/TXT File** or **Tools** → **Import Recipient List** → **CSV/XLS/XLSX/TXT File**. Find the necessary file and click the **OK** button (see [Figure 25](#)).

In order to perform the import, you will need to indicate which field (column) from the original data source should be mapped to which fields of the SMS Manager phone book. To do so, please click on the column in the list, then select the type of data this column contains using the dropdown box below. Press "Import" button when you are happy with your data mappings.

Selected group: Local Lists ▼

Please select table to use: Sheet1 ▼

Column 1	Column 2	Column 3
Muhammad Ali		974442444444
Amina	Tuma	974442444447
Mounira	Zogby	974442446444
Hosni	Shammas	974442844444
Imed	Seif	974442444494
Fatiha	Mustafa	974442434444
Souad	Kattan	974442444424
Selma	Asghar	974442414444
Manel	Haddad	974442244444

Selected field contains following data: ▼

☐ First row contains the field labels and should be ignored during the import

☐ Remove duplicate numbers

Figure 25. Importing contact data to your Phone Book or Recipient List.

First, in the **Selected group** drop-down menu select the group where you want to put the contacts you are importing. Then highlight the necessary column in the table and select what field in the Recipient Information screen (see [Figure 18](#)) they must be put into. To do this, use the drop-down menu at the bottom, titled **Selected field contains following data** (note the **Ignore this field** option in the selection).

After you click **Import**, the contacts appear in your Phone Book.

If you import contacts to the Local Contacts group it is obligatory to indicate columns with Name and Phone Number. Unlike with the Local Lists group, where only Phone Number is required.

Remember that all phone numbers in the file for importing should be correct otherwise you will see the following confirmation window (see [Figure 26](#)).

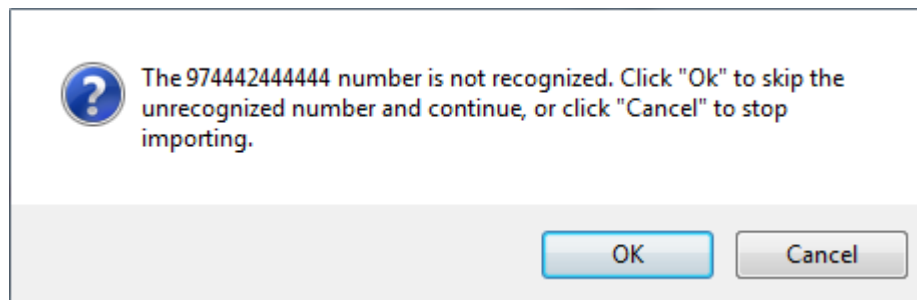


Figure 26. The unrecognized number.

III.5.b. Exporting Phone Book / Recipient List

If you need the contact information contained in your Phone Book for external purposes, you can export it.

To export your **Phone Book / Recipient List**, click **Tools** → **Export Address Book** → **CSV / XLS / XLSX File** or **Tools**→ **Export Recipient List** → **CSV File**. Then click the **Download Phonebook / Download the Recipient list** link accordingly.



*For exporting your **Phone Book / Recipient List** the Web Message Manager creates a .CSV (Comma Separated Value) file. This format is probably the most popular one for transferring data from one application to another, because now the overwhelming majority of database systems are able to accept comma-separated data. You can read and change this file by programs like MS Excel, MS Access and many others and save it as usual, just remember to keep .CSV format.*

IV. Managing Sent messages

This screen displays all sent and stored messages (see [Figure 27](#)), including the messages specified for future delivery (see Chapter [II.5. Launching and managing promotion campaigns with your messages](#)). You can view, resend and delete messages here.

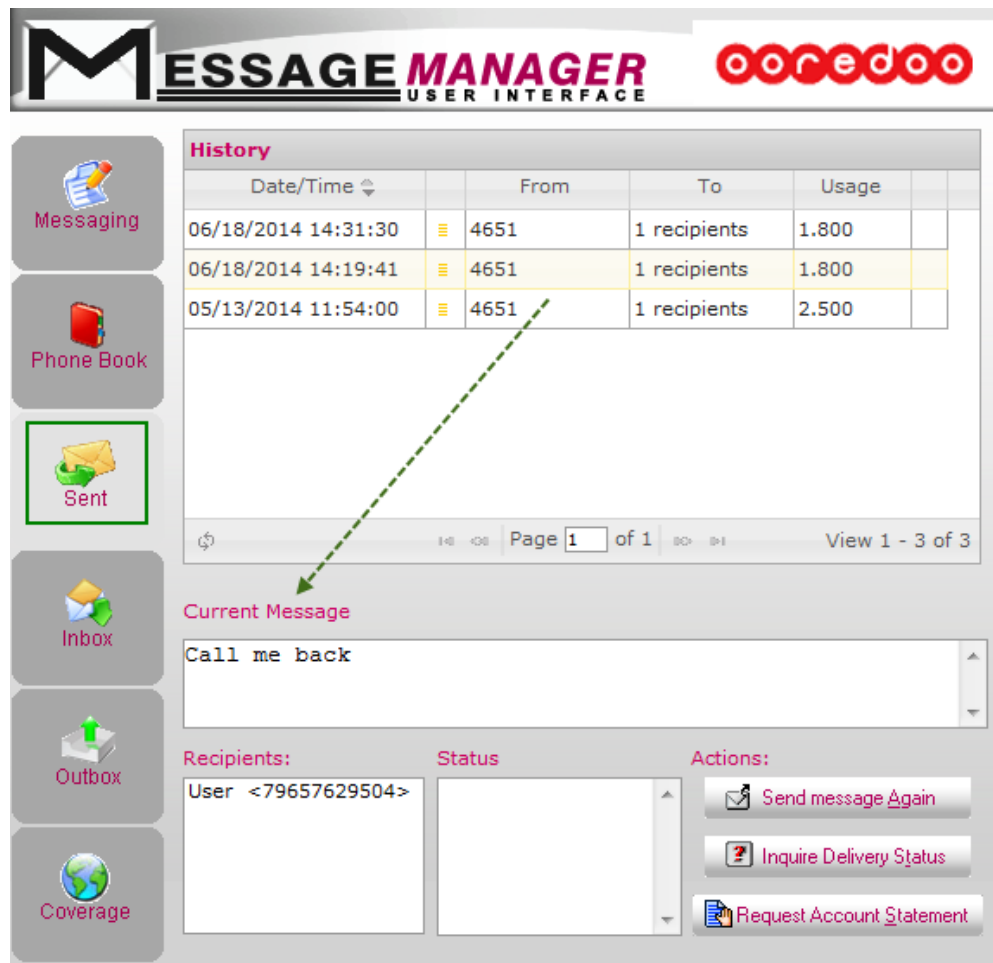


Figure 27. The Sent messages page.

When you select a message, you can see its contents in the **Current Message** field, check a message recipients and status in the **Recipients** field and the **Status** field correspondingly.

To resend a message click the **Send Message Again** button and you will be directed to the Messaging page where you can edit this message before sending.

To find out the status of the message, select the message and click the **Inquire Delivery Status** button by selecting one of the options (see [Figure 28](#)).

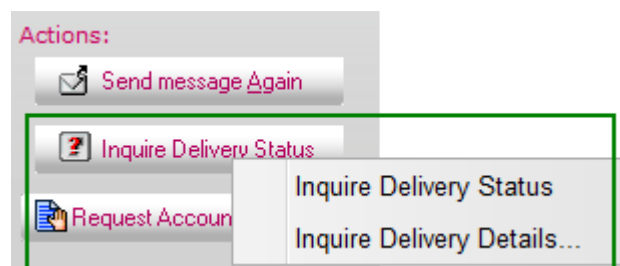


Figure 28. The delivery status buttons.

If you select the **Inquire Delivery Status** option you will see the delivery status in the Status field. If you select the **Inquire Delivery Details...** option you will be directed to the **Deferred Delivery** window, where you will see the status of selected message (see [Figure 29](#)).

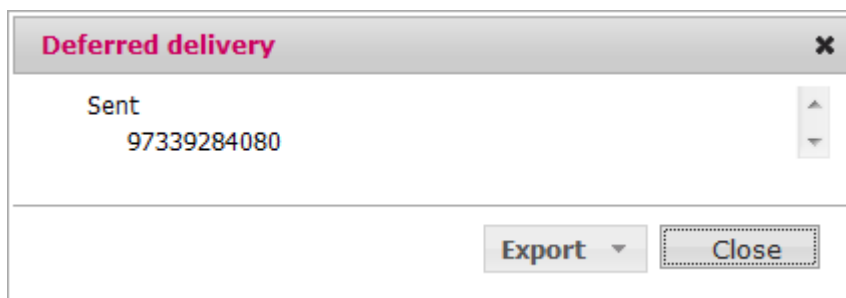


Figure 29. The delivery details window.

Here you can export the report with different message statuses by clicking the **Export** button:

- Export all;
- Export delivered;
- Export non-delivered.

If you selected a message sent to a group you will see the status of the message to each recipient in the group.

It is advisable to check your account balance from time to time. To do this, click the **Request Account Statement** button. A form similar to the one shown in [Figure 30](#) then appears. Here you can verify how much currency units were spent on certain types of messages in the specified periods of time and all other parameters of the messages you sent.

Account statement:	6/18/2014 4:00:23 PM
Customer ID:	1885
Customer Name:	Tatiana Datskevich
Username:	ParkWillson
Current Balance:	386.100(SMS) / 0.000(MMS)

Parameters	
Date	From 05/18/2014 To 06/18/2014
Report type	By date
<input type="button" value="Search"/>	

Export file type: ☒ CSV ☐ XLS ☐ PDF ☐ RTF

Figure 30. Your account statement.

The messages that are specified for future delivery to the recipient can be deleted by clicking the ✕ icon (see [Figure 38](#)).



 Messaging	History					
	Date/Time		From	To	Usage	
	06/19/2014 16:01:00	☰	4651	1 recipients	1.800	✕
	06/18/2014 14:31:30	☰	4651	1 recipients	1.800	
	06/18/2014 14:19:41	☰	4651	1 recipients	1.800	
 Phone Book	05/13/2014 11:54:00	☰	4651	1 recipients	2.500	

Figure 31. The button for deleting deferred delivery messages.

Please note that your Account Statement can differ from the one shown depending on your customer type and settings, and the Operator settings.

V. Managing Inbox messages

The Inbox feature lets you receive SMS and MMS messages directly to WebMM. SMS and MMS messages are sent from regular mobile phones to a special shortcode provided by your Operator. This feature can be used for establishing effective feedback with your current and potential clients. Please note that its availability depends on the Operator.

The Inbox page of WebMM opens after pressing the corresponding tab in the toolbar on the left (see [Figure 32](#)).

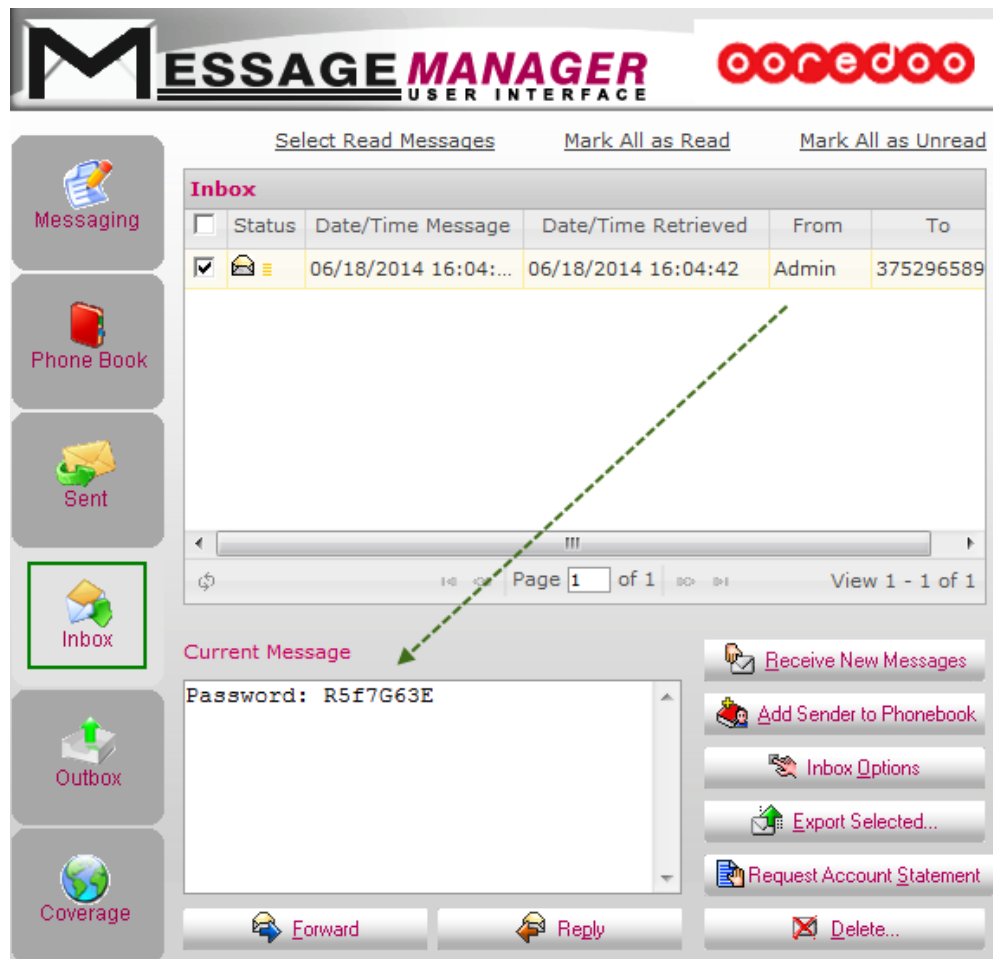


Figure 32. The Inbox messages page.

If in your Inbox messages you select an MMS message, then in the Current Message field you will see the sender's phone number, date / time, and the subject, and you will be able to play it (see [Figure 33](#)).

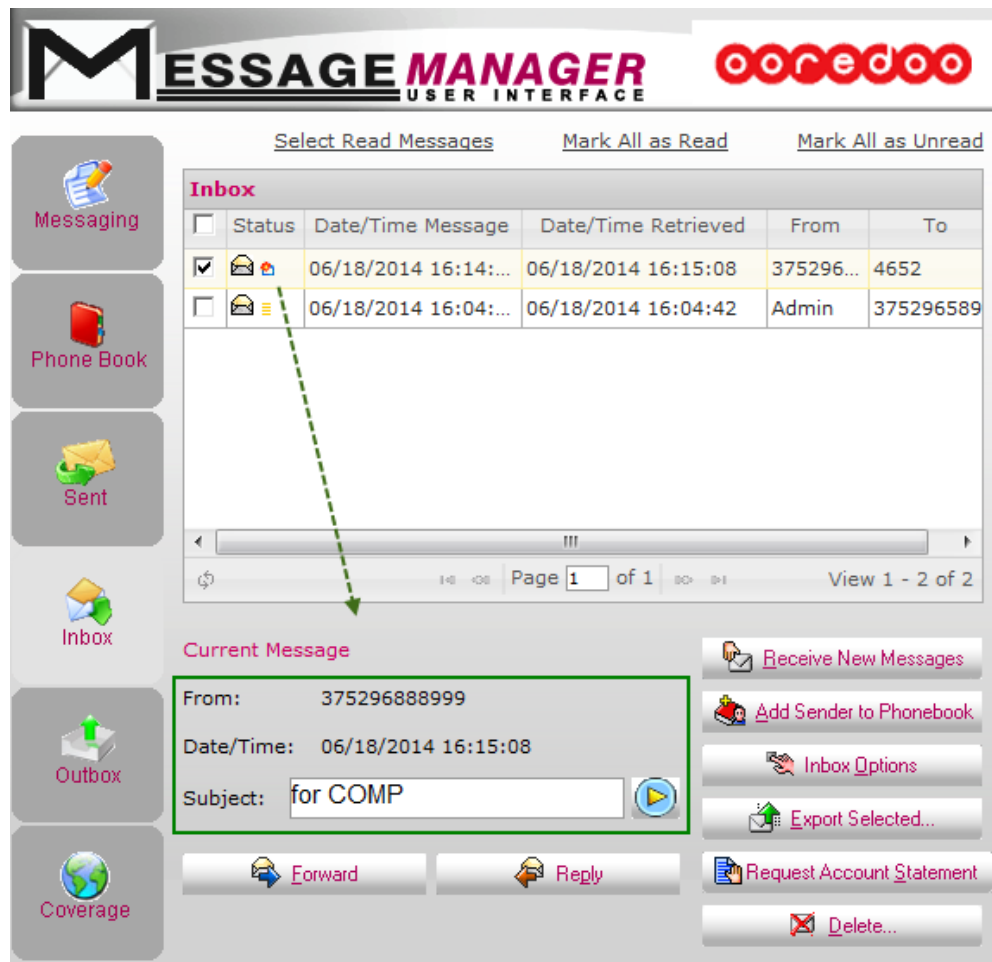


Figure 33. Receiving Inbox MMS.

You may want to click **Inbox Options** for the beginning, which brings you to a pretty self-explanatory form (see [Figure 34](#)).

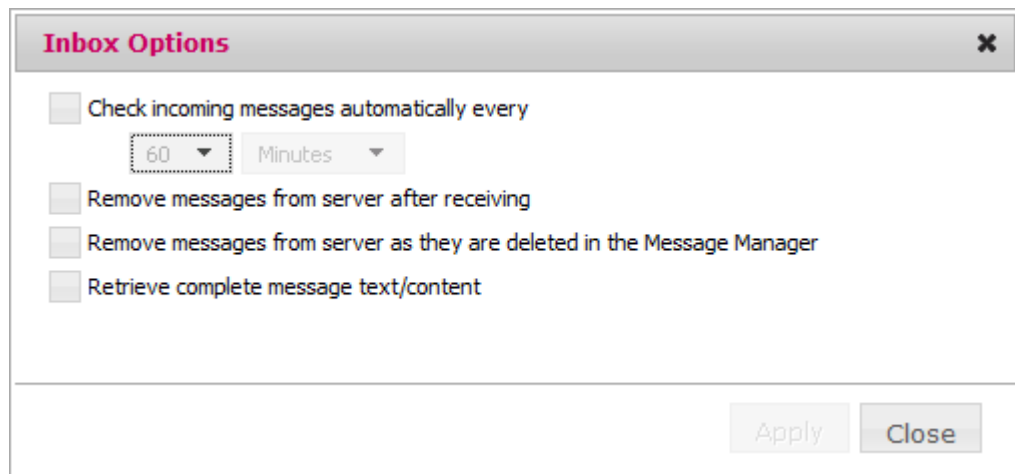


Figure 34. The Inbox Options configuration.

In the Inbox Options window you can:






- Define how often your incoming messages are to be checked. If you leave the box unchecked, you have to click the **Receive New Messages** button every time you want to see the updated list.
- Specify whether you want your incoming messages to be removed from the Operator server after they are received or after they are deleted in your WebMM.

- Retrieve complete message text. If this option is activated, all inbox messages content will be received from server at once, but it may mean a lot of unnecessary Internet traffic expenditures. It is more advisable to leave it deactivated, so that when you receive a lot of messages you can select the required one you want to read in the list and retrieve only the current message content to save you traffic.

On the Inbox page you can also delete or forward any message, reply to it, or add the sender number to the Phone Book using the corresponding buttons.

If you want to save details of the contact you received a message from, click the **Add Sender to Phonebook** button and you will be directed to the Recipient information window where you can fill in the required data.

If you need the message to be used for external needs, you can export its content to .CVS and .HTML formats with the help of the **Export Selected...** button.

In the status column of Inbox messages you can see an icon that is changed according to a message status (Unread , Read , Exported , Replied , Forwarded , etc.).

If you want to export all read messages from the list, for example, click the **Select Read Messages** link at the top of the Inbox page. To mark all messages as read / unread click the corresponding links next to the Select Read Messages one.



Please note that your Operator will charge you for forwarding from your Inbox.

Various views of your Web Message Manager, including this one, depend on the Operator settings. Hence they may look different from the screenshots in this manual. Please contact your Operator Administrator if you want to have a feature available for you.

You can also check the status of your account by clicking the **Request Account Statement** button (see [Figure 30](#)).

VI. Managing Outbox messages

The **Outbox** stores all rejected, blacklisted, or wrong coding messages not possible to send (see [Figure 35](#)). To delete a message from the queue, select it and click the  **Delete** button. To clear the whole list of messages, click the  **Clear all** button. To send the selected message, click the  **Send now!** button.

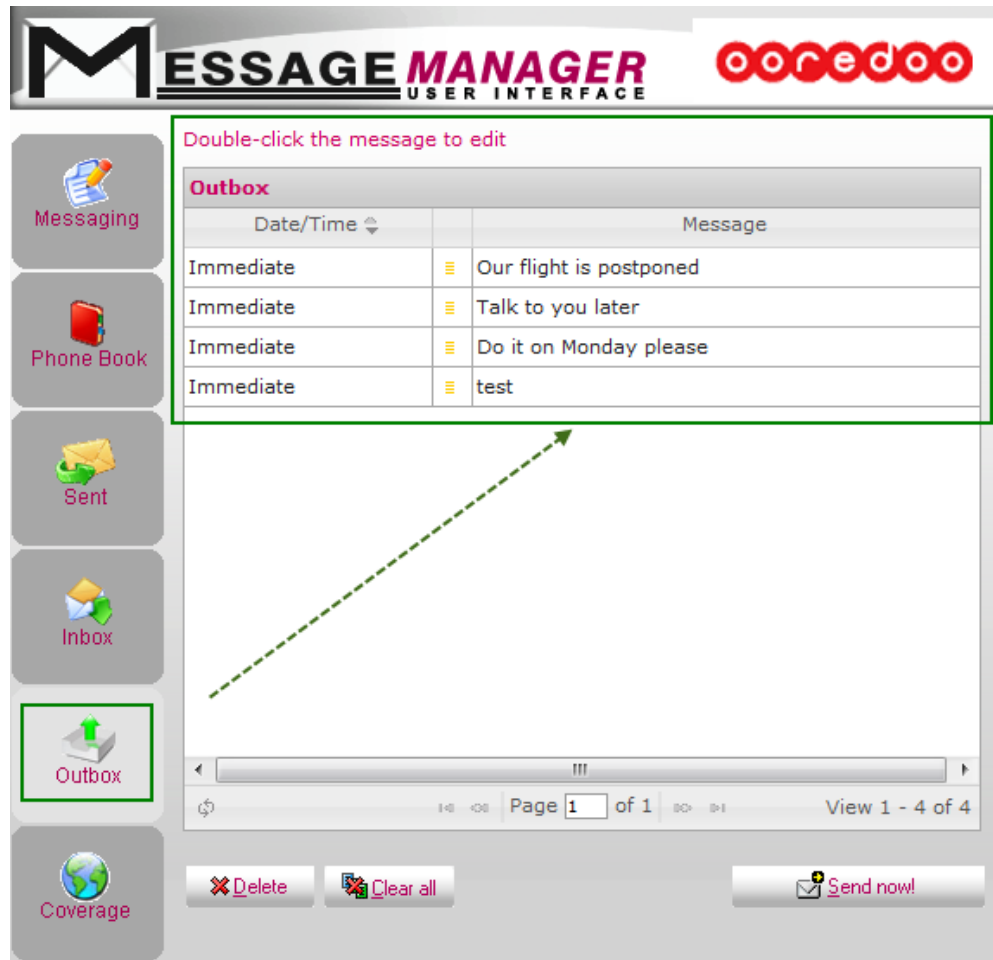


Figure 35. The Outbox messages page.


If you want to edit the message to be sent, you can get to the **Messaging** page by double-clicking the message.



Please note that if you initiate editing the message from your Outbox, the message content then appears in the Messaging form, where you can edit it and send again. At the same time the message itself is then deleted from your Outbox.

VII. Updating your Coverage map

The Coverage information (see [Figure 36](#)) is used to allow the Web Message Manager to determine which GSM Operator (or Network) and which country an SMS / MMS message must be sent to. This information is used to validate the destination phone number and to compute the cost of sending the message. It is not possible to send messages to the networks that are not listed in the Coverage database. The database is updated daily, so if you have troubles with the number you specified, please check it and try again.



MESSAGE MANAGER USER INTERFACE

Country lookup: Operator lookup:

Coverage area information:

Country	Code	Network	TZone	SMS/MMS
Zimbabwe	263	GSM	2	1.800 / 2.000
Zambia	260	GSM	2	1.800 / 2.000
Yemen	967	GSM	3	1.800 / 2.000
Wallis and...	681	GSM	12	1.800 / 2.000
Viet Nam	84	GSM (10)	7	1.800 / 2.000
Viet Nam	84	GSM (9)	7	1.800 / 2.000
Venezuela...	58	GSM	-4	1.800 / 2.000
Vanuatu	678	GSM	11	1.800 / 2.000
Uzbekistan	998	GSM	5	1.800 / 2.000
Uruguay	598	GSM	-3	1.800 / 2.000
United Stat...	1	GSM	-4	1.800 / 2.000
United King...	44	GSM	1	1.800 / 2.000
United Arab...	971	GSM	4	1.800 / 2.000
Ukraine	380	GSM	2	1.800 / 2.000

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Figure 36. The Coverage area information page.

This screen displays the list of countries covered by GSM operators all over the world. The Coverage Area Information is represented by the following fields:

- **Country:** the name of the country the Network is operating in;
- **Code:** the phone code of the country;
- **Network:** the name of the GSM operator which provides the service in the country;

Note that you can send messages only to those operators that are listed in the Web Message Manager Coverage Database.

- **TimeZone:** Difference, in hours, between the local time in this Network country, and the Greenwich Mean Time (GMT). In some countries there are several time zones. Minimum and maximum GMT difference values are indicated in these cases, separated by comma. For example, USA setting have a GMT Difference of “-8,-10”;

- **SMS/MMS:** indicates whether the Network supports SMS/MMS. If it does, the price of SMS / MMS is also shown.

You can perform search using the criteria of **Country lookup**, **Operator lookup**, or both. Please type the name of the Country or Operator (Network) in the relevant search box. You do not have to use wildcard characters like '*' or '?', as the Coverage list automatically jumps to display all the search terms which contain the string of the symbols you typed (not necessarily in the beginning of the word).

Frequently Asked Questions

I need to send a message of more than 160 characters. Can I do it?

As you may already know, one Latin SMS message can be up to 160 characters, and languages with alternative code tables (like Arabic or Bulgarian) can contain up to 70 characters. The Web Message Manager can send longer messages (it depends on your Operator) by splitting them into several ones. Please note that this will increase the cost of your message as many times as there are parts.

I am sending personalized and customized messages, how is the number of characters counted?

The Web Message Manager counts the characters of the biggest entry in the personalization and customization data. So, don't forget to take into consideration the number of characters that will be imported using these features, especially for bulk messages. This way you will keep your message within the requested limit and reduce the cost.

If I sent a message two days ago, can I access it, edit and re-send it now?

If you have not saved it (see chapters about creating SMS and MMS messages), it is gone. Next time you feel the message can be useful in future, save it. You can delete it any time if it does not prove necessary.

Can I use different signatures for different users?

Yes, you can have several signatures, or originators, for your messages, and you can choose them from the Originator drop-down list on the Messaging page. Contact your Operator or Distributor to arrange the list of originators available.

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